

E-01345A-09-0338

ORIGINAL



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OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (

Fax:)

Priority: Respond Within Five Days

Opinion No. 2010 89523

Date: 9/21/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Tim Ross

Account Name: Tim Ross

Home:

Street:

Work:

City: Glendale

CBR:

State: AZ Zip: 85308

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

***** E-01345A-09-0338 *****

Arizona Corporation Commission

DOCKETED

SEP 21 2010

DOCKETED BY

Customer sent the following -

TO: Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

FROM: Tim Ross

DATE: September 17, 2010

REGARDING: Solar Incentive Complaint

Dear Arizona Corporation Commission:

The main reason for installing solar is to reduce my electric bill. I also believe in reducing my carbon footprint on the planet. I've done everything possible to reduce my electric bill over the past couple years and my bill still continues to go up. I replaced my air conditioner with a higher SEER system in April 2008 and I installed a solar water heater in November 2009. Recently I replaced my 15-y.o. refrigerator, dishwasher, and washer and dryer with new energy star appliances. I also participated in the APS Energy Star Audit Program to determine how to improve on energy

conversation. The energy audit recommended more insulation in the attic, so I added insulation over the existing raising the k-value from R-19 to R-38. I've checked my electric use over the past two years and my use has gone down considerably, but with annual rate increases; I'm still paying the same as I was back in 2008. The solar company I contracted to install my system is Salt River Solar & Wind. My original expectation from

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the utility company was \$1.95 per watt. This would mean APS incentive would pay \$8,000 on a 4.3 KW solar system. If APS is allowed to reduce their incentive it would mean me paying an additional \$4,000 more for the system. Also, APS is considering a "Rapid Rebate" program that will allow anyone who is willing to accept a \$1.00 per watt to be bumped to the top of the list, pushing all current wait-List customers back. This might mean sitting on the waiting list until next year, as late as September. I have already waited 3 months and I don't intend to wait any longer. It is not fair and shouldn't be allowed. I also understand that APS is trying to increase the amount funded for the Renewable Energy Program. This will increase their budget an additional \$10 million however, they are planning to reduce the amount of funding for residential rebate money by \$10 million, this doesn't seem right? I don't see the need to raise the monthly rate if the program is not to benefiting the increase. I wouldn't mind raising the rate if it would mean receiving the incentive and I getting my system installed in time promised, not only for me but for all APS customers.

Sincerely,

Tim Ross

Glendale, AZ 85308

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the permanent record and filed with Docket Control.

End of Comments

Date Completed: 9/21/2010

Opinion No. 2010 - 89523

E-01345A-09-0338

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89525 Date: 9/21/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
Sanford Fitelson

Account Name: Sanford Fitelson Home:

Street: Work:

City: Scottsdale CBR:

State: AZ Zip: 85260 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

***** E-01345A-09-0338 *****

Customer sent the following -

TO: Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

FROM: Sanford Fitelson
DATE: September 16, 2010
REGARDING: Solar Incentive Complaint

Dear Arizona Corporation Commission:

I signed a contract with Salt River Solar about five months ago because I believed I was doing the right thing for the environment and my family's future. I have the desire to not only reduce my electric bill but also to reduce our country's dependence on foreign energy and disappearing non-renewable resources. I also believe that with Arizona's abundant sunshine, it should be the leader in solar-generated electricity with all buildings providing for at least half of their energy needs.

Because the costs to implement solar can be very prohibitive, I was motivated by the \$1 .95/watt rebate as advertised by APS. This would save me approximately \$14,000 on the system and I decided that it was time for me to act before the rebates were reduced. While I understood that I might be on a waiting list for a little while, I had no idea that I would be on the list as long as I have with no end in sight.

Now I hear that APS is proposing to lower that to \$1.00/watt which would reduce my rebate by more than \$7,000! I have also read that APS is now bribing customers to accept the \$1.00/watt before the reduction has been approved. Surely this cannot be legal. In addition, is the proposal that customers can get to the head of

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UTILITY COMPLAINT FORM

the line of 1,100 waiting customers if they accept the \$1 .00/watt offer. I can't imagine that this is legal either since all of these customers have paid for these rebates and this money is rightfully theirs.

As if this were not enough, APS now wants to increase the monthly charges to all customers for renewable energy. Why would we do this if APS is offering less and less per watt for rebates while at the same time reducing the dollars allocated toward rebates each year thereby reducing the number of customers getting approved and off the wait list? The dollars being requested by APS are growing (from \$2.35 to \$3.35/customer) while the amount they are reimbursing in rebates is being reduced (by \$10 million). Something here sounds rotten. It sounds to me like APS enjoys all of this extra income and does not want to let it go.

APS is proposing that their 2011 budget of \$96.4 million for Renewable Energy be split with over \$78 million going to Distributed Energy and only \$16 million going to rebates! What is distributed energy? It sounds like a cover-up. Assuming that, on average, every customer was looking for a \$14,000 rebate, all 1100 customers could be knocked off the waiting list with less than \$16 million. At the very least, until this mess is figured out and turned into a fair and equitable system, please require that APS release an additional \$16 million now and get this backlog of customers off the waiting list. This is the customers' money for renewable energy and rebates. It is not for APS' pockets or to shore up their financial books!

Thank you very much for your time and attention to this matter.

Sincerely,

Sanford Fitelson

Scottsdale, AZ 85260

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the permanent record and filed with Docket Control.

End of Comments

Date Completed: 9/21/2010

Opinion No. 2010 - 89525
